

2017 Consumer Satisfaction Survey

RESPONSE RATE													Return Rate Prior Years					
Closed Successfully 26-0													Survey Monkey / Mail	Survey Monkey / Mail	IVRS Electronic / Mail	Mail	Mail	Mail
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate	2016	2015	2014	2013	2012	2011
October	27	42	69	4	5	9	2	0	2	16%	12%	13%						
November	71	86	157	11	9	20	5	0	5	17%	10%	13%						
December	78	92	170	15	11	26	5	0	5	21%	12%	16%						
January	76	103	179	18	5	23	3	0	3	25%	5%	13%						
February	60	87	147	25	10	35	6	0	6	46%	11%	25%						
March	64	100	164	0	9	9	0	0	0	0%	9%	5%						
April	73	85	158	0	5	5	0	0	0	0%	6%	3%						
May	78	101	179	23	18	41	12	0	12	35%	18%	25%						
June	0	0	0	0	0	0	0	1	1	0%	0%	0%						
July	0	0	0	0	0	0	0	0	0	0%	0%	0%						
August	0	0	0	0	0	0	0	0	0	0%	0%	0%						
September	0	0	0	0	0	0	0	0	0	0%	0%	0%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	527	696	1223	96	72	168	33	1	34	19%	10%	14%	16%	15%	8%	20%	16%	25%
Closed Unsuccessfully 28-0																		
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate						
October	48	50	98	4	5	9	5	0	5	9%	10%	10%						
November	79	78	157	7	4	11	12	0	12	10%	5%	8%						
December	99	101	200	11	6	17	10	0	10	12%	6%	9%						
January	93	76	169	13	11	24	9	0	9	15%	14%	15%						
February	88	109	197	11	15	26	11	0	11	14%	14%	14%						
March	118	135	253	12	9	21	15	0	15	12%	7%	9%						
April	93	141	234	0	1	1	0	0	0	0%	1%	0%						
May	98	116	214	9	12	21	16	0	16	11%	10%	11%						
June	0	0	0	0	0	0	0	1	1	0%	0%	0%						
July	0	0	0	0	0	0	0	0	0	0%	0%	0%						
August	0	0	0	0	0	0	0	0	0	0%	0%	0%						
September	0	0	0	0	0	0	0	0	0	0%	0%	0%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	716	806	1522	67	63	130	78	1	79	11%	8%	9%	8%	7%	4%	12%	8%	15%
Closed Successfully 26-0 and Unsuccessfully 28-0																		
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate						
October	75	92	167	8	10	18	7	0	7	12%	11%	11%						
November	150	164	314	18	13	31	17	0	17	14%	8%	10%						
December	177	193	370	26	17	43	15	0	15	16%	9%	12%						
January	169	179	348	31	16	47	12	0	12	20%	9%	14%						
February	148	196	344	36	25	61	17	0	17	27%	13%	19%						
March	182	235	417	12	18	30	15	0	15	7%	8%	7%						
April	166	226	392	0	6	6	0	0	0	0%	3%	2%						
May	176	217	393	32	30	62	28	0	28	22%	14%	17%						
June	0	0	0	0	0	0	0	2	2	0%	0%	0%						
July	0	0	0	0	0	0	0	0	0	0%	0%	0%						
August	0	0	0	0	0	0	0	0	0	0%	0%	0%						
September	0	0	0	0	0	0	0	0	0	0%	0%	0%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	1243	1502	2745	163	135	298	111	2	113	14%	9%	11%	12%	11%	6%	17%	13%	21%

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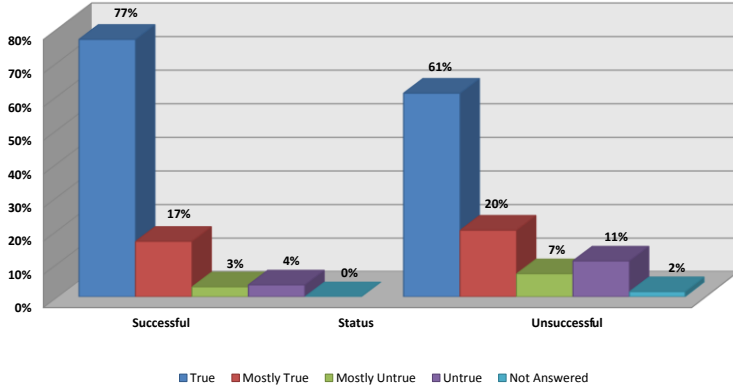
1. I am satisfied with the way my counselor related to me?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	129	77%	79	61%	208	70%	80%	57%	73%	82%	59%	76%
Mostly True	28	17%	26	20%	54	18%	14%	24%	17%	13%	19%	15%
Mostly Untrue	5	3%	9	7%	14	5%	3%	8%	4%	2%	6%	3%
Untrue	6	4%	14	11%	20	7%	3%	11%	5%	2%	16%	6%
Not Answered	0	0%	2	2%	2	1%	0%	0%	0%	0%	0%	0%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is over 1 in 4.

93%, 157 of 168 were satisfied with the way their counselor related to them. 7%, 11 of 168 were NOT satisfied with the way their counselor related to them. 81%, 105 of 130 were satisfied with the way their counselor related to them. 19%, 23 of 130 were NOT satisfied with the way their counselor related to them.

1. I am satisfied with the way my counselor related to me?



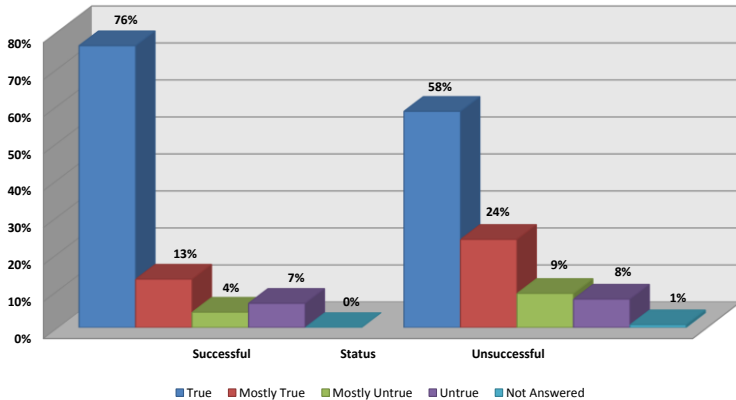
2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	128	76%	76	58%	204	68%	81%	60%	74%	83%	63%	79%
Mostly True	22	13%	31	24%	53	18%	15%	18%	16%	12%	14%	13%
Mostly Untrue	7	4%	12	9%	19	6%	2%	11%	5%	2%	10%	4%
Untrue	11	7%	10	8%	21	7%	2%	10%	4%	1%	13%	4%
Not Answered	0	0%	1	1%	1	0%	0%	1%	0%	1%	0%	0%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is nearly 1 in 5.

89%, 150 of 168 had counselors who took their concerns seriously. 11%, 18 of 168 had counselors who did NOT take their concerns seriously. 86%, 107 of 130 had counselors who took their concerns seriously. 14%, 22 of 130 had counselors who did NOT take their concerns seriously.

2. My counselor took my concerns seriously?



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2a. My counselor took the time to listen to my concerns?

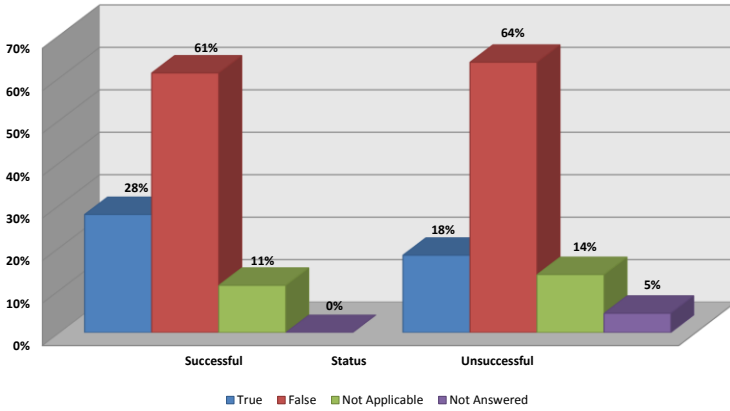
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	5	28%	4	18%	9	23%	46%	32%	36%	25%	16%	19%
False	11	61%	14	64%	25	63%	38%	58%	52%	58%	72%	68%
Not Applicable	2	11%	3	14%	5	13%	15%	10%	11%	8%	12%	11%
Not Answered	0	0%	1	5%	1	3%	0%	0%	0%	8%	0%	3%
Total	18	100%	22	100%	40	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

6.5% 11 of 18 of 168 had counselors that did NOT take the time to li

11% of 14 of 22 of 130 had counselors that did NOT take the time to

2a. My counselor took the time to listen to my concerns?



2b. My counselor took my opinion into consideration and responded appropriately?

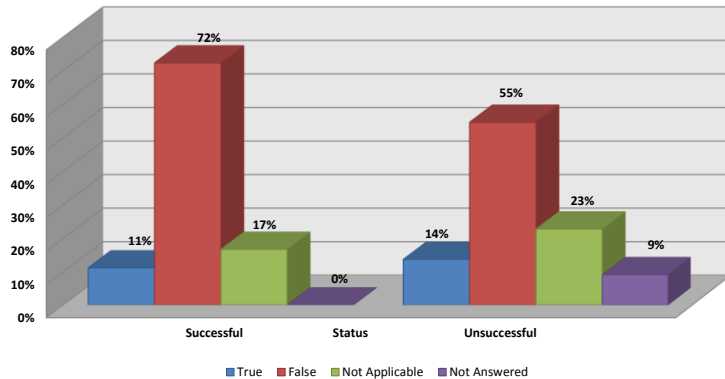
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	2	11%	3	14%	5	13%	0%	16%	11%	25%	4%	11%
False	13	72%	12	55%	25	63%	62%	77%	73%	58%	84%	76%
Not Applicable	3	17%	5	23%	8	20%	31%	3%	11%	8%	8%	8%
Not Answered	0	0%	2	9%	2	5%	8%	3%	5%	8%	4%	5%
Total	18	100%	22	100%	40	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

8%, 13 of 18 of 168 had counselor did NOT take their opinion into co
responded appropriately

9% 12 of 22 of 130 had counselor did NOT take their opinion into co
responded appropriately

2b. My counselor took my opinion into consideration and responded appropriately?



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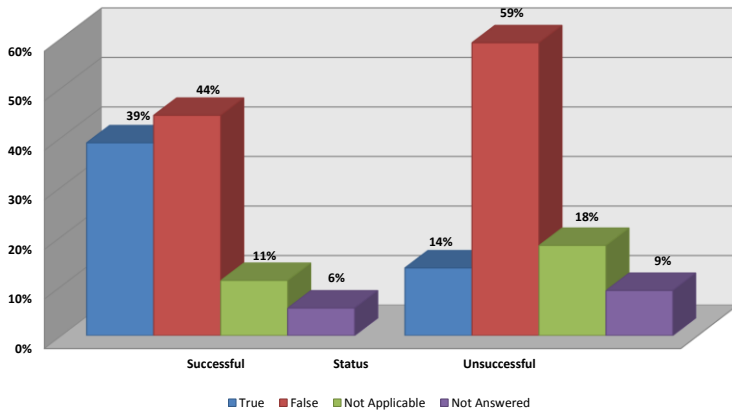
2c. My counselor was open to me expressing my complaints?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	7	39%	3	14%	10	25%	8%	16%	14%	17%	12%	14%
False	8	44%	13	59%	21	53%	46%	68%	61%	58%	80%	73%
Not Applicable	2	11%	4	18%	6	15%	31%	13%	18%	17%	8%	11%
Not Answered	1	6%	2	9%	3	8%	15%	3%	7%	8%	0%	3%
Total	18	100%	22	100%	40	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

8%, 8 of 18 of 168 had counselors who were NOT open to their expr
complaints
10%, 13 of 22 of 130 had counselors who were NOT open to their ex
complaints

2c. My counselor was open to me expressing my complaints?



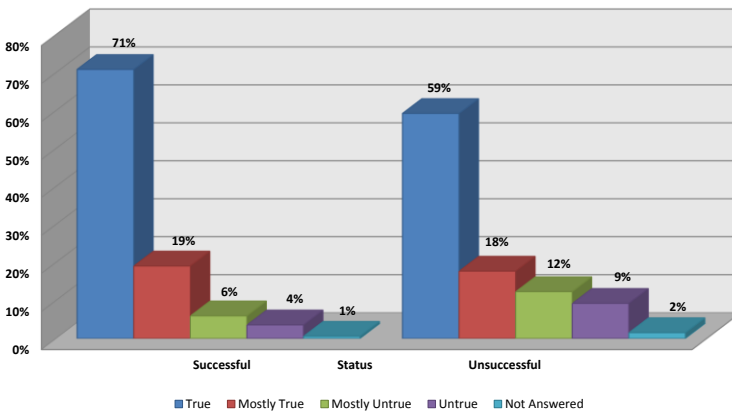
3. My counselor understood my needs?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	119	71%	77	59%	196	66%	76%	59%	71%	80%	51%	73%
Mostly True	32	19%	23	18%	55	18%	19%	18%	19%	14%	24%	17%
Mostly Untrue	10	6%	16	12%	26	9%	2%	11%	5%	3%	10%	5%
Untrue	6	4%	12	9%	18	6%	2%	11%	5%	1%	13%	4%
Not Answered	1	1%	2	2%	3	1%	1%	1%	1%	2%	1%	2%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But i
placement is over 1 in 5.

90%, 151 of 168 had counselors who understood their needs
10%, 16 of 168 had counselors who did NOT understand their needs
77%, 100 of 130 had counselors who understood their needs
22%, 28 of 130 had counselors who did NOT understand their need

3. My counselor understood my needs?



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3a. My counselor gave me useful advice?

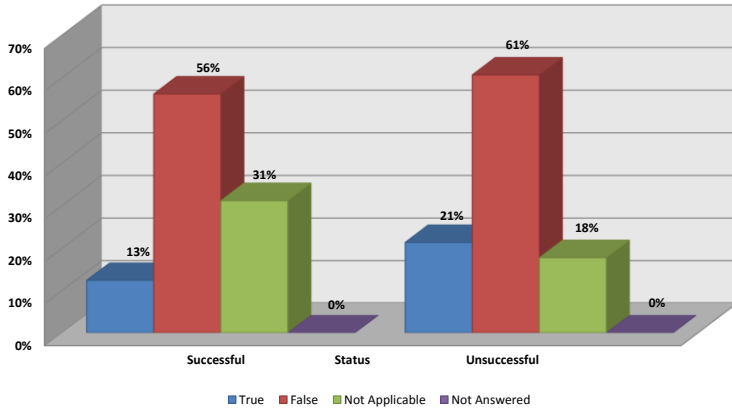
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	2	13%	6	21%	8	18%	7%	28%	21%	27%	12%	18%
False	9	56%	17	61%	26	59%	73%	56%	62%	60%	80%	73%
Not Applicable	5	31%	5	18%	10	23%	13%	9%	11%	13%	8%	10%
Not Answered	0	0%	0	0%	0	0%	7%	6%	6%	0%	0%	0%
Total	16	100%	28	100%	44	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

5%, 9 of 16 of 168 did NOT find counselor's advice useful

13%, 17 of 28 of 130 did NOT find counselor's advice useful

3a. My counselor gave me useful advice?



3b. My counselor helped me find resources in the community?

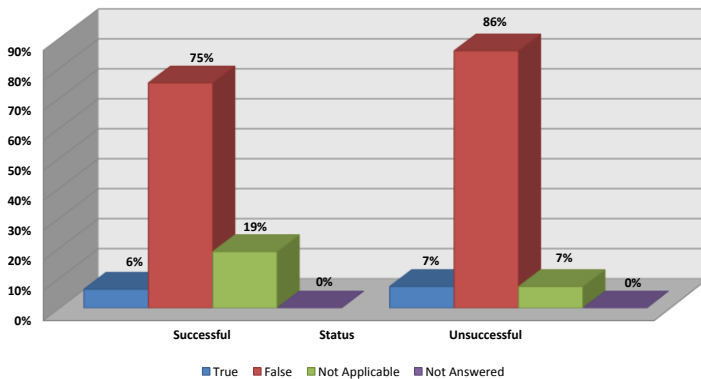
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	1	6%	2	7%	3	7%	7%	16%	13%	13%	4%	8%
False	12	75%	24	86%	36	82%	73%	66%	68%	67%	84%	78%
Not Applicable	3	19%	2	7%	5	11%	7%	13%	11%	20%	12%	15%
Not Answered	0	0%	0	0%	0	0%	13%	6%	9%	0%	0%	0%
Total	16	100%	28	100%	44	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is nearly 1 in 5.

7%, 12 of 16 of 168 did NOT believe counselor helped them find resources in the community

18% 24 of 28 of 130 did NOT believe counselor helped them find resources in the community

3b. My counselor helped me find resources in the community?



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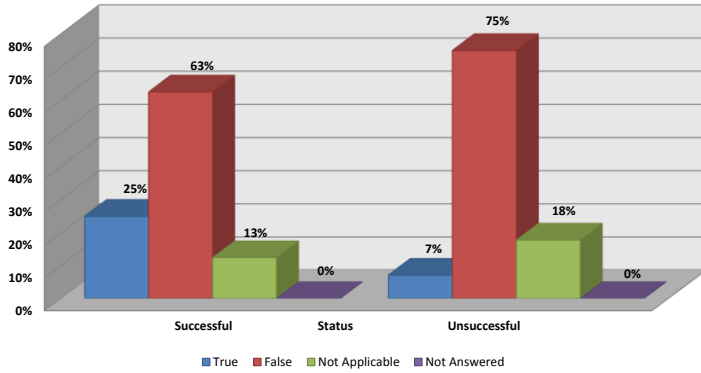
3c. My counselor helped me challenge my expectations of myself?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	4	25%	2	7%	6	14%	0%	9%	6%	13%	0%	5%
False	10	63%	21	75%	31	70%	80%	66%	70%	67%	88%	80%
Not Applicable	2	13%	5	18%	7	16%	13%	16%	15%	20%	12%	15%
Not Answered	0	0%	0	0%	0	0%	7%	9%	9%	0%	0%	0%
Total	16	100%	28	100%	44	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is 1 in 6.

6%, 10 of 16 of 168 did NOT find that their counselor helped them to expectations of themselves
16%, 21 of 28 of 130 did NOT find that their counselor helped them expectations of themselves

3c. My counselor helped me challenge my expectations of myself?



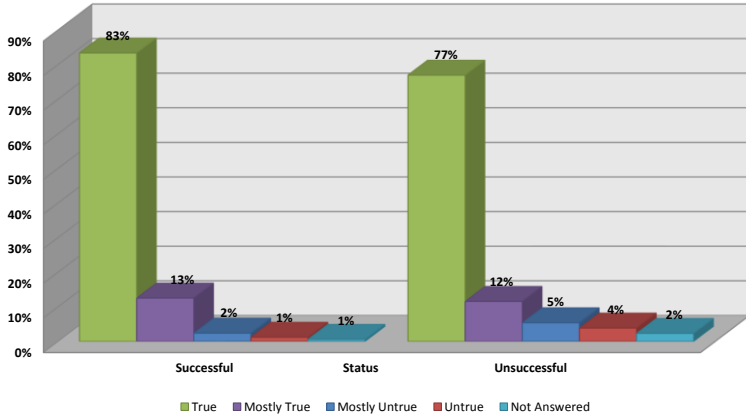
4. My counselor treated me with respect?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	140	83%	100	77%	240	81%	87%	74%	83%	89%	68%	84%
Mostly True	21	13%	15	12%	36	12%	7%	12%	9%	6%	14%	8%
Mostly Untrue	4	2%	7	5%	11	4%	1%	8%	3%	1%	6%	2%
Untrue	2	1%	5	4%	7	2%	1%	3%	2%	1%	8%	3%
Not Answered	1	1%	3	2%	4	1%	4%	3%	4%	3%	5%	3%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue...very low percentage of those who felt disrespec

96% 161 of 168 felt their counselors treated with respect
3% 6 of 168 felt their counselors did NOT treat them with respect
89% 115 of 130 felt their counselors treated with respect
9% 12 of 130 felt their counselors did NOT treat them with respect

4. My counselor treated me with respect?



2017 Consumer Satisfaction Survey

4a. My counselor was timely when responding to me?

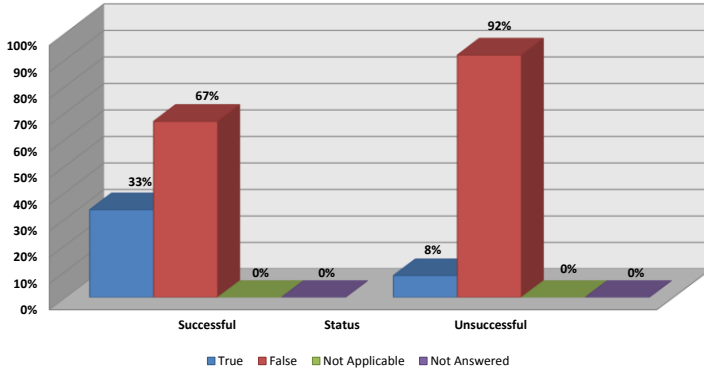
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	2	33%	1	8%	3	17%	17%	18%	17%	25%	13%	17%
False	4	67%	11	92%	15	83%	67%	76%	74%	63%	80%	74%
Not Applicable	0	0%	0	0%	0	0%	17%	6%	9%	13%	7%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%
Total	6	100%	12	100%	18	100%	100%	100%	100%	100%	100%	100%

Not really an issue... low percentage for either successfully or unsuccessful consumers.

2%, 4 of 6 of 168 had counselors who did NOT respond timely

8%, 11 of 12 of 130 had counselors who did NOT respond timely

4a. My counselor was timely when responding to me?



4b. My counselor acted in my best interest?

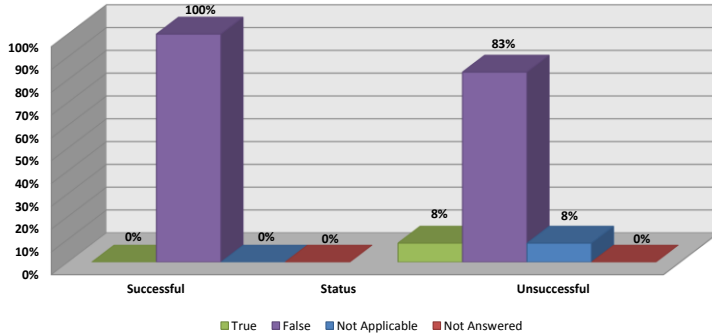
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	0	0%	1	8%	1	6%	0%	13%	9%	0%	7%	4%
False	6	100%	10	83%	16	89%	67%	81%	77%	75%	93%	87%
Not Applicable	0	0%	1	8%	1	6%	33%	6%	14%	25%	0%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%
Total	6	100%	12	100%	18	100%	100%	100%	100%	100%	100%	100%

Not really an issue... very low percentage for either successfully or unsuccessful consumers.

4%, 6 of 6 of 168 had counselors who did NOT act in their best interest

8%, 10 of 12 of 130 had counselors who did NOT act in their best interest

4b. My counselor acted in my best interest?



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4c. My counselor respected my culture?

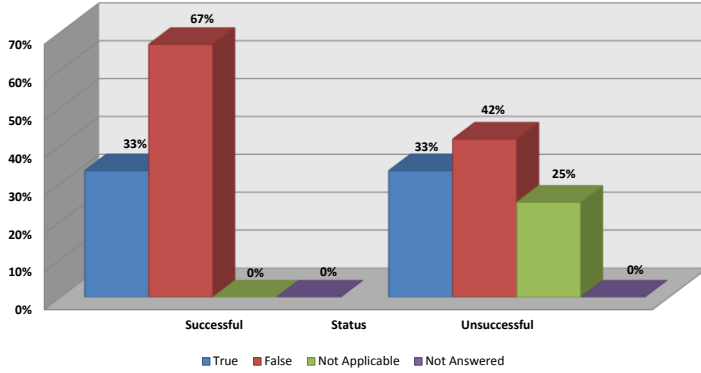
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	2	33%	4	33%	6	33%	17%	12%	13%	13%	0%	4%
False	4	67%	5	42%	9	50%	33%	41%	39%	50%	73%	65%
Not Applicable	0	0%	3	25%	3	17%	50%	47%	48%	38%	27%	30%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%
Total	6	100%	12	100%	18	100%	100%	100%	100%	100%	100%	100%

Not really an issue...one of the lowest percentages in the whole survey

2%, 4 of 6 of 168 had counselors who did NOT respect their culture.

4%, 5 of 12 of 130 had counselors who did NOT respect their culture

4c. My counselor respected my culture?



5. My counselor involved me in decision-making?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	137	82%	78	60%	215	72%	81%	62%	75%	83%	64%	79%
Mostly True	18	11%	22	17%	40	13%	11%	15%	12%	11%	15%	12%
Mostly Untrue	8	5%	13	10%	21	7%	2%	11%	5%	1%	9%	3%
Untrue	4	2%	10	8%	14	5%	2%	8%	4%	2%	9%	4%
Not Answered	1	1%	7	5%	8	3%	4%	4%	4%	3%	3%	3%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But for unsuccessful placement is just under 1 in 5.

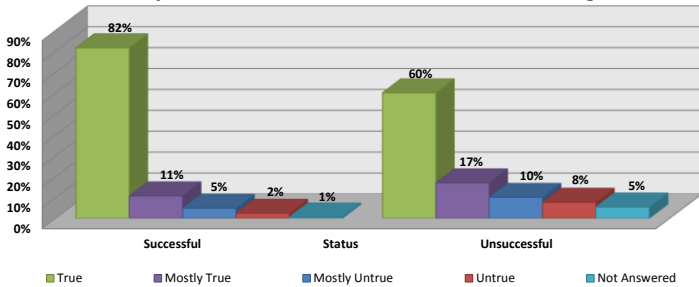
93%, 155 of 168 had counselors involved in their decision-making

7%, 12 of 168 had counselors NOT involved in their decision-making

77%, 100 of 130 had counselors involved in their decision-making

18%, 23 of 130 had counselors NOT involved in their decision-making

5. My counselor involved me in decision-making?



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5a. My counselor helped me focus on employment?

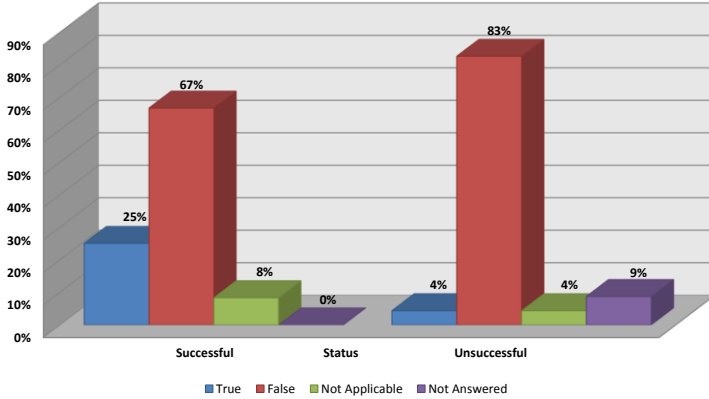
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	3	25%	1	4%	4	11%	8%	15%	13%	36%	5%	16%
False	8	67%	19	83%	27	77%	77%	67%	70%	55%	85%	74%
Not Applicable	1	8%	1	4%	2	6%	15%	15%	15%	9%	10%	10%
Not Answered	0	0%	2	9%	2	6%	0%	4%	3%	0%	0%	0%
Total	12	100%	23	100%	35	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But t placement is 1 in 6.

5%, 8 of 12 of 168 did NOT feel the counselors helped them focus o

15%, 19 of 23 of 130 did NOT feel the counselors helped them focus

5a. My counselor helped me focus on employment?



5b. My counselor helped me explore my options?

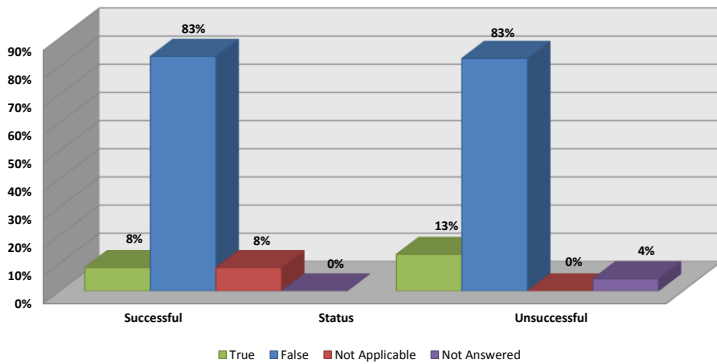
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	1	8%	3	13%	4	11%	0%	11%	7%	0%	5%	3%
False	10	83%	19	83%	29	83%	92%	75%	80%	82%	95%	90%
Not Applicable	1	8%	0	0%	1	3%	8%	11%	10%	18%	0%	6%
Not Answered	0	0%	1	4%	1	3%	0%	4%	2%	0%	0%	0%
Total	12	100%	23	100%	35	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

6%, 10 of 12 of 168 did NOT feel the counselors helped them explor

15%, 19 of 23 of 130 did NOT feel the counselors helped them explo

5b. My counselor helped me explore my options?



2017 Consumer Satisfaction Survey

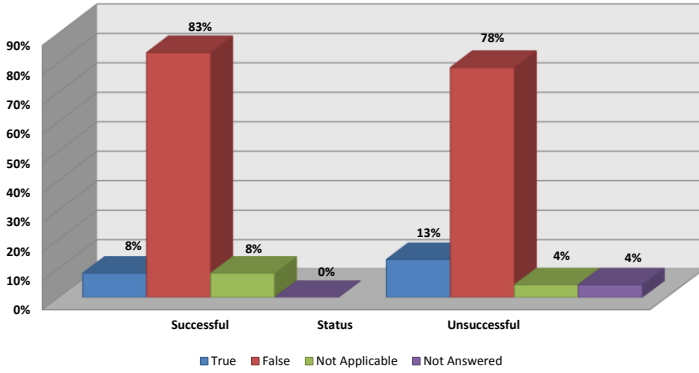
5c. My counselor helped me understand the pros and cons of my decision?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	1	8%	3	13%	4	11%	0%	7%	5%	9%	0%	3%
False	10	83%	18	78%	28	80%	85%	75%	78%	73%	100%	90%
Not Applicable	1	8%	1	4%	2	6%	15%	14%	15%	18%	0%	6%
Not Answered	0	0%	1	4%	1	3%	0%	4%	2%	0%	0%	0%
Total	12	100%	23	100%	35	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And placement is under 1 in 7.

6%, 10 of 12 of 168 did NOT feel the counselors helped them understand the pros and cons of their decisions
14%, 18 of 23 of 130 did NOT feel the counselors helped them understand the pros and cons of their decisions

5c. My counselor helped me understand the pros and cons of my decision?



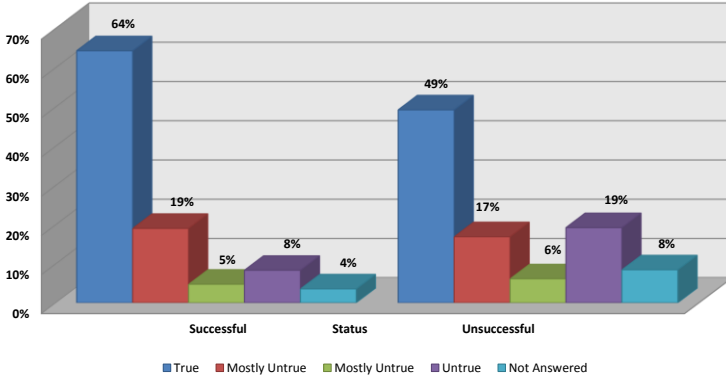
6. I am satisfied with how well VR prepared me for employment?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	108	64%	64	49%	172	58%	70%	49%	64%	70%	47%	64%
Mostly True	32	19%	22	17%	54	18%	18%	20%	19%	19%	19%	19%
Mostly Untrue	8	5%	8	6%	16	5%	4%	10%	6%	3%	13%	6%
Untrue	14	8%	25	19%	39	13%	5%	18%	9%	4%	19%	8%
Not Answered	6	4%	11	8%	17	6%	3%	3%	3%	4%	2%	3%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Very high in unsatisfied for those without employment

83%, 140 of 168 felt satisfied with how well VR prepared them for employment
13%, 22 of 168 felt UNSatisfied with how well VR prepared them for employment
66%, 86 of 130 felt satisfied with how well VR prepared them for employment
42%, 33 of 130 felt UNSatisfied with how well VR prepared them for employment

6. I am satisfied with how well VR prepared me for employment?



2017 Consumer Satisfaction Survey

6a. I was advised about my rights and responsibilities?

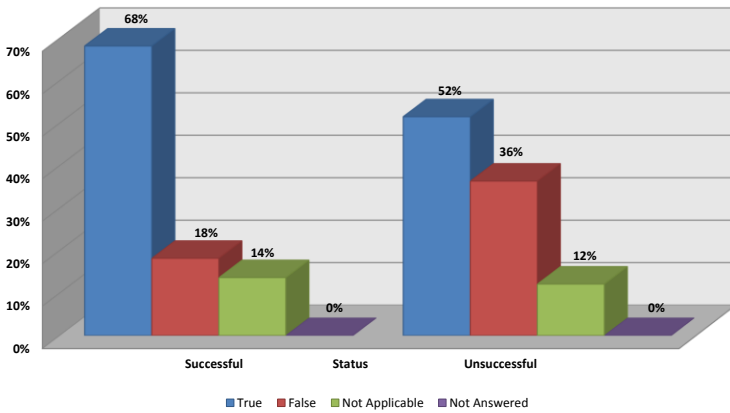
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	15	68%	17	52%	32	58%	48%	59%	54%	50%	43%	46%
False	4	18%	12	36%	16	29%	29%	29%	29%	38%	37%	38%
Not Applicable	3	14%	4	12%	7	13%	16%	12%	14%	12%	20%	16%
Not Answered	0	0%	0	0%	0	0%	6%	0%	3%	0%	0%	0%
Total	22	100%	33	100%	55	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers...

2%, 4 of 22 of 168 was NOT advised about their rights and responsibilities

9%, 12 of 33 of 130 was NOT advised about their rights and responsibilities

6a. I was advised about my rights and responsibilities?



6b. I was able to make informed choices about the services needed?

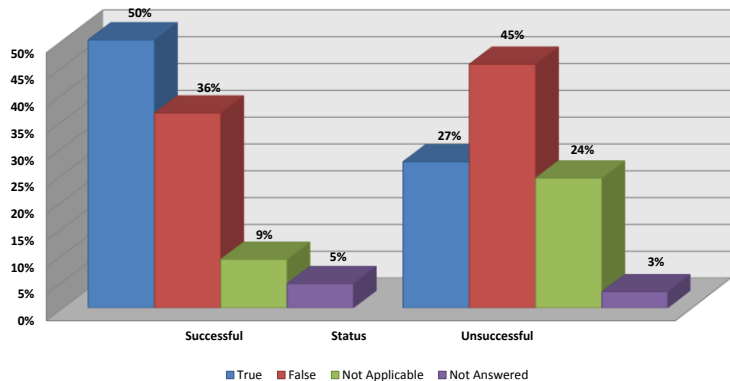
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	11	50%	9	27%	20	36%	42%	34%	38%	38%	23%	30%
False	8	36%	15	45%	23	42%	29%	54%	43%	50%	69%	61%
Not Applicable	2	9%	8	24%	10	18%	23%	7%	14%	8%	9%	8%
Not Answered	1	5%	1	3%	2	4%	6%	5%	6%	4%	0%	2%
Total	22	100%	33	100%	55	100%	100%	100%	100%	100%	100%	100%

12%, 15 of 130 did not feel able to make an informed choice about the services needed.

5%, 8 of 22 of 168 Unable to make informed choices about the services needed.

12%, 15 of 33 of 130 Unable to make informed choices about the services needed.

6b. I was able to make informed choices about the services needed?



2017 Consumer Satisfaction Survey

6c. I was able to make informed choices about the provider of services?

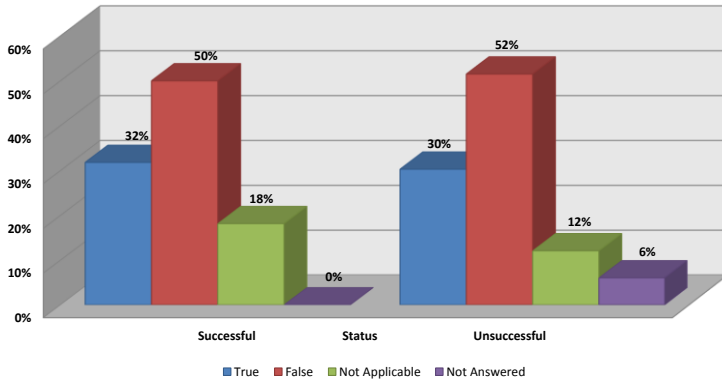
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	7	32%	10	30%	17	31%	32%	24%	28%	46%	31%	38%
False	11	50%	17	52%	28	51%	35%	54%	46%	42%	60%	52%
Not Applicable	4	18%	4	12%	8	15%	23%	22%	22%	8%	9%	8%
Not Answered	0	0%	2	6%	2	4%	10%	0%	4%	4%	0%	2%
Total	22	100%	33	100%	55	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers...

7%, 11 of 22 of 168 UNable to make informed choices about the pro

13%, 17 of 33 of 130 UNable to make informed choices about the pr

6c. I was able to make informed choices about the provider of services?



6d. I received all agreed upon services?

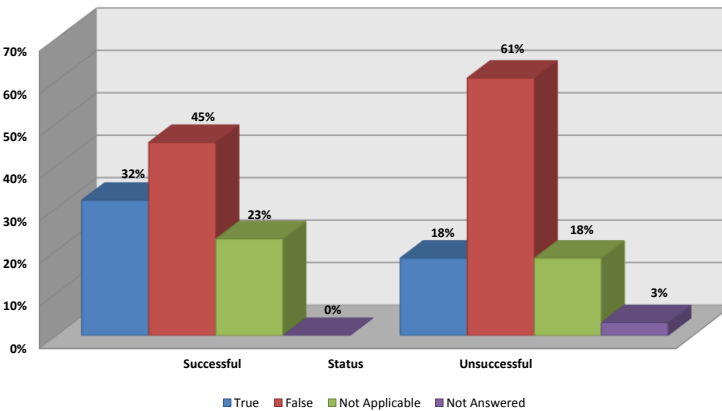
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	7	32%	6	18%	13	24%	45%	20%	31%	42%	23%	31%
False	10	45%	20	61%	30	55%	39%	71%	57%	50%	54%	52%
Not Applicable	5	23%	6	18%	11	20%	10%	10%	10%	8%	20%	15%
Not Answered	0	0%	1	3%	1	2%	6%	0%	3%	0%	3%	2%
Total	22	100%	33	100%	55	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And placement is just under 1 in 6.

6%, 10 of 22 of 168 did NOT receive all agreed upon services

15%, 20 of 33 of 130 did NOT receive all agreed upon services

6d. I received all agreed upon services?



2017 Consumer Satisfaction Survey

6e. I received all agreed upon services in the time frame that met my needs?

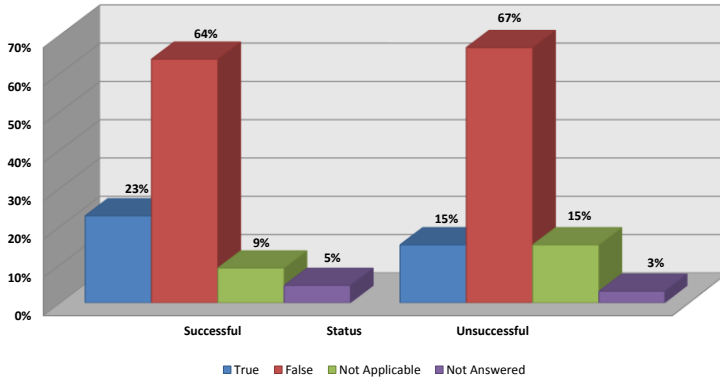
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	5	23%	5	15%	10	18%	23%	20%	21%	27%	17%	21%
False	14	64%	22	67%	36	65%	48%	68%	60%	62%	71%	67%
Not Applicable	2	9%	5	15%	7	13%	23%	12%	17%	12%	11%	11%
Not Answered	1	5%	1	3%	2	4%	6%	0%	3%	0%	0%	0%
Total	22	100%	33	100%	55	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And placement is 1 in 6.

8%, 14 of 22 of 168 did NOT receive all agreed upon services in the their needs

17%, 22 of 33 of 130 did NOT receive all agreed upon services in the their needs

6e. I received all agreed upon services in the time frame that met my needs?



7. I am employed or more prepared for employment because of the services I received?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	107	64%	57	44%	164	55%	65%	40%	58%	70%	32%	61%
Mostly True	35	21%	16	12%	51	17%	19%	18%	19%	19%	22%	19%
Mostly Untrue	10	6%	15	12%	25	8%	4%	11%	6%	4%	15%	7%
Untrue	13	8%	34	26%	47	16%	8%	28%	14%	4%	28%	10%
Not Answered	3	2%	8	6%	11	4%	4%	3%	4%	3%	3%	3%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Pretty high negative of those not employed 38%

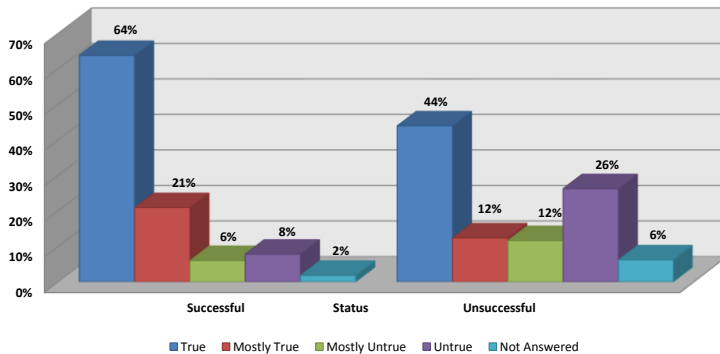
85%, 142 of 168 employed or more prepared for employment because they received

14%, 23 of 168 employed but do NOT perceive this was because of received

56%, 73 of 130 not employed or more preparedness for employment services they received

38%, 49 of 130 not employed and do NOT perceive preparedness because of services received

7. I am employed or more prepared for employment because of the services I received?



2017 Consumer Satisfaction Survey

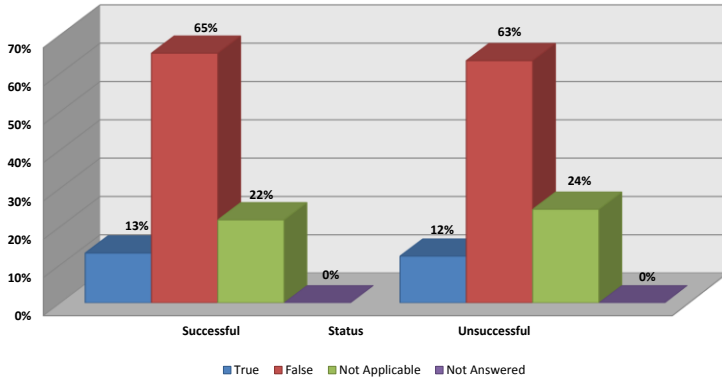
7a. Services I received helped to decrease or remove the challenges I had related to employment?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	3	13%	6	12%	9	13%	24%	16%	19%	11%	9%	9%
False	15	65%	31	63%	46	64%	50%	63%	57%	63%	62%	62%
Not Applicable	5	22%	12	24%	17	24%	21%	11%	15%	26%	26%	26%
Not Answered	0	0%	0	0%	0	0%	5%	11%	9%	0%	4%	3%
Total	23	100%	49	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is nearly 1 in 4.

9%, 15 of 23 of 168 stated that services received did NOT help to de
accommodate, and/or remove my disability related barriers
24%, 31 of 49 of 130 stated that services received did NOT help to c
accommodate, and/or remove my disability related barriers

7a. Services I received helped to decrease or remove the challenges I had related to employment?



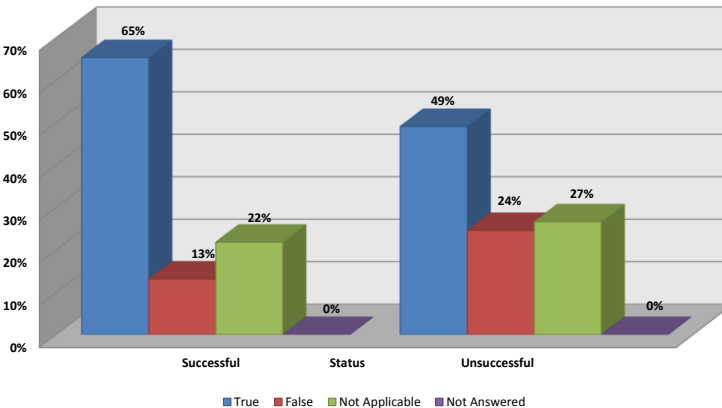
7b. I can independently search for employment?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	15	65%	24	49%	39	54%	76%	43%	56%	63%	57%	59%
False	3	13%	12	24%	15	21%	16%	38%	29%	19%	23%	22%
Not Applicable	5	22%	13	27%	18	25%	5%	11%	9%	19%	15%	16%
Not Answered	0	0%	0	0%	0	0%	3%	9%	6%	0%	4%	3%
Total	23	100%	49	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers...

2%, 3 of 23 of 168 could NOT independently search for employment
9%, 12 of 49 of 130 could NOT independently search for employment

7b. I can independently search for employment?



2017 Consumer Satisfaction Survey

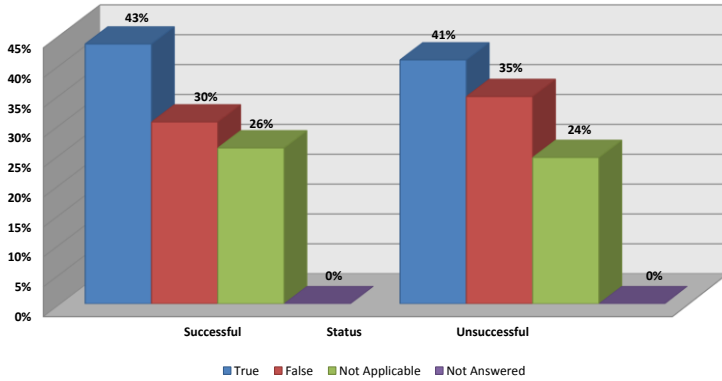
7c. I can identify and request appropriate accommodations from an employer?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	10	43%	20	41%	30	42%	53%	23%	35%	44%	38%	41%
False	7	30%	17	35%	24	33%	29%	46%	39%	37%	28%	31%
Not Applicable	6	26%	12	24%	18	25%	13%	21%	18%	15%	30%	24%
Not Answered	0	0%	0	0%	0	0%	5%	9%	7%	4%	4%	4%
Total	23	100%	49	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is nearly 1 in 8.

4%, 7 of 23 of 168 Unable to identify and request appropriate accommodations from employer
13%, 17 of 49 of 130 Unable to identify and request appropriate accommodations from employer

7c. I can identify and request appropriate accommodations from an employer?



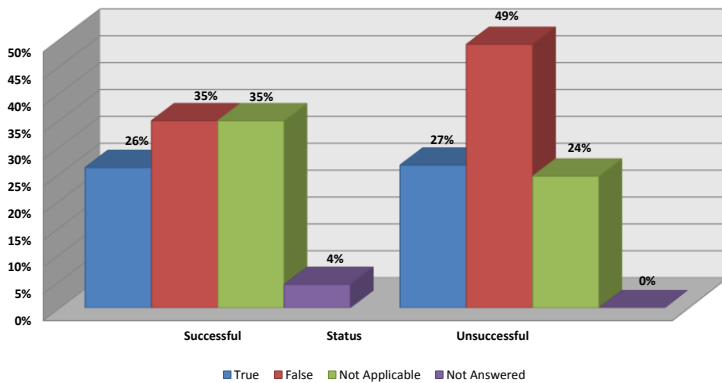
7d. I obtained or am more prepared for a job that matches my skills and interests?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	6	26%	13	27%	19	26%	29%	13%	19%	33%	15%	22%
False	8	35%	24	49%	32	44%	42%	57%	51%	48%	51%	50%
Not Applicable	8	35%	12	24%	20	28%	26%	23%	24%	19%	30%	26%
Not Answered	1	4%	0	0%	1	1%	3%	7%	5%	0%	4%	3%
Total	23	100%	49	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is 1 in 5.

5%, 8 of 23 of 168 did NOT obtain or are NOT prepared for a job that matches their skills/interests
18%, 24 of 49 of 130 did NOT obtain or are NOT prepared for a job that matches their skills/interests

7d. I obtained or am more prepared for a job that matches my skills and interests?



2017 Consumer Satisfaction Survey

7e. IVRS staff helped me achieve my employment goal?

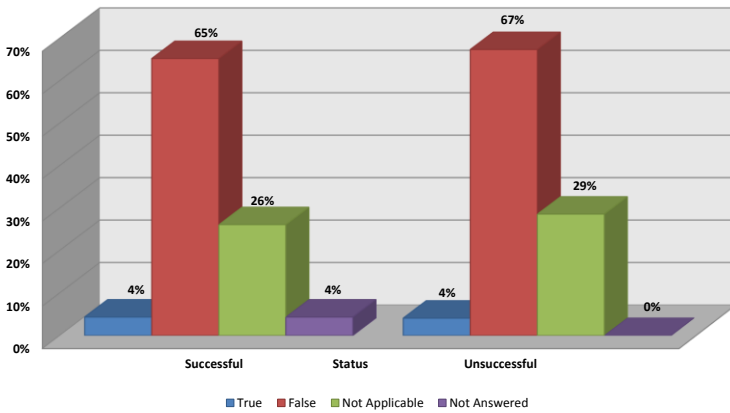
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	1	4%	2	4%	3	4%	13%	16%	15%	33%	4%	15%
False	15	65%	33	67%	48	67%	50%	61%	56%	37%	53%	47%
Not Applicable	6	26%	14	29%	20	28%	32%	16%	22%	22%	36%	31%
Not Answered	1	4%	0	0%	1	1%	5%	7%	6%	7%	6%	7%
Total	23	100%	49	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 4.

9%, 15 of 23 of 168 did NOT obtain the job goal that was identified in

25%, 33 of 49 of 130 did NOT obtain the job goal that was identified i

7e. IVRS staff helped me achieve my employment goal?



8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	58	35%	46	35%	104	35%	28%	43%	33%	27%	33%	29%
Mostly True	10	6%	12	9%	22	7%	9%	14%	11%	15%	20%	16%
Mostly Untrue	11	7%	10	8%	21	7%	6%	9%	7%	8%	10%	9%
Untrue	83	49%	53	41%	136	46%	49%	27%	43%	45%	28%	41%
Not Answered	6	4%	9	7%	15	5%	7%	7%	7%	5%	9%	6%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

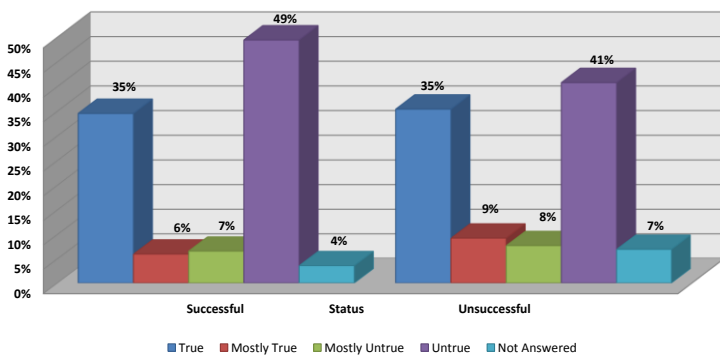
40%, 68 of 168 needed assistance from other agencies not directly r

56%, 94 of 168 did NOT need assistance from other agencies not di

44%, 58 of 130 needed assistance from other agencies not directly r

49%, 63 of 130 did NOT need assistance from other agencies not d

8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)?



2017 Consumer Satisfaction Survey

8a. I was given information about other programs that could help me with my non-employment related needs?

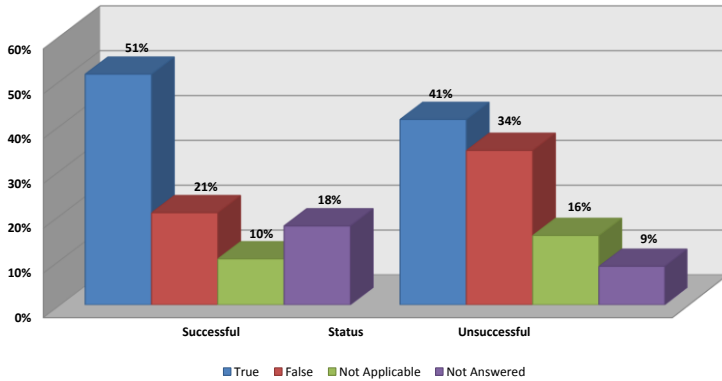
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	35	51%	24	41%	59	47%	56%	53%	55%	56%	43%	52%
False	14	21%	20	34%	34	27%	9%	27%	16%	11%	31%	17%
Not Applicable	7	10%	9	16%	16	13%	18%	11%	15%	22%	12%	19%
Not Answered	12	18%	5	9%	17	13%	16%	10%	14%	11%	14%	12%
Total	68	100%	58	100%	126	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is 1 in 7.

8%, 14 of 68 of 168 were NOT provided information about other programs to assist me with non-employment related needs

15%, 20 of 58 of 130 were NOT provided information about other programs to assist me with non-employment related needs

8a. I was given information about other programs that could help me with my non-employment related needs?



8b. I was connected to other programs for assistance with my non-employment related needs?

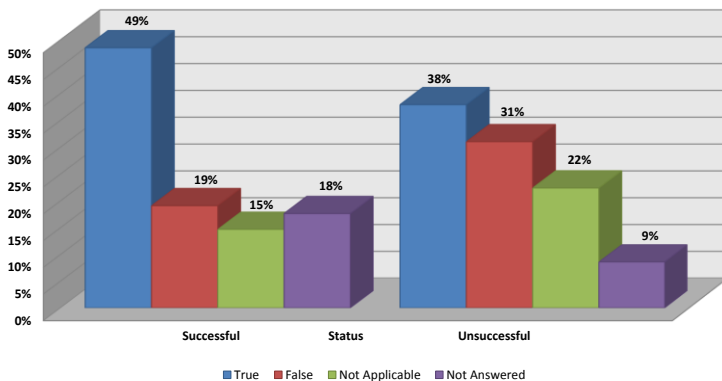
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	33	49%	22	38%	55	44%	52%	49%	51%	47%	33%	43%
False	13	19%	18	31%	31	25%	12%	29%	18%	15%	36%	21%
Not Applicable	10	15%	13	22%	23	18%	20%	11%	16%	27%	17%	24%
Not Answered	12	18%	5	9%	17	13%	16%	11%	14%	11%	14%	12%
Total	68	100%	58	100%	126	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is 1 in 7.

8%, 13 of 68 of 168 were NOT referred to other programs for assistance with non-employment related needs

14%, 18 of 58 of 130 were NOT referred to other programs for assistance with non-employment related needs

8b. I was connected to other programs for assistance with my non-employment related needs?



2017 Consumer Satisfaction Survey

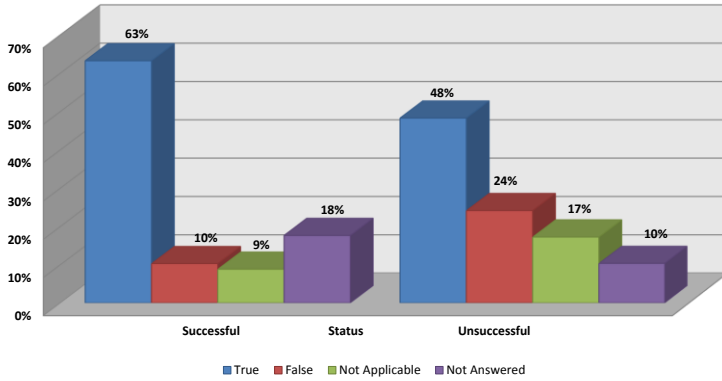
8c. I have received the assistance I needed from the other agencies?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	43	63%	28	48%	71	56%	62%	58%	60%	54%	38%	49%
False	7	10%	14	24%	21	17%	9%	23%	14%	6%	19%	10%
Not Applicable	6	9%	10	17%	16	13%	13%	8%	11%	29%	28%	28%
Not Answered	12	18%	6	10%	18	14%	16%	11%	14%	11%	16%	12%
Total	68	100%	58	100%	126	100%	100%	100%	100%	100%	100%	100%

This question seems to show with overwhelming numbers that people have received the assistance for which they were referred.

4%, 7 of 68 of 168 did NOT receive the assistance for which I was referred.
11%, 14 of 58 of 130 did NOT receive the assistance for which I was referred.

8c. I have received the assistance I needed from the other agencies?



8d. I am currently on a waiting list for services from the other agencies?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	13	19%	13	22%	26	21%	19%	22%	20%	13%	24%	16%
False	27	40%	25	43%	52	41%	34%	43%	38%	34%	24%	31%
Not Applicable	16	24%	15	26%	31	25%	31%	25%	29%	41%	38%	40%
Not Answered	12	18%	5	9%	17	13%	16%	10%	13%	12%	14%	12%
Total	68	100%	58	100%	126	100%	100%	100%	100%	100%	100%	100%

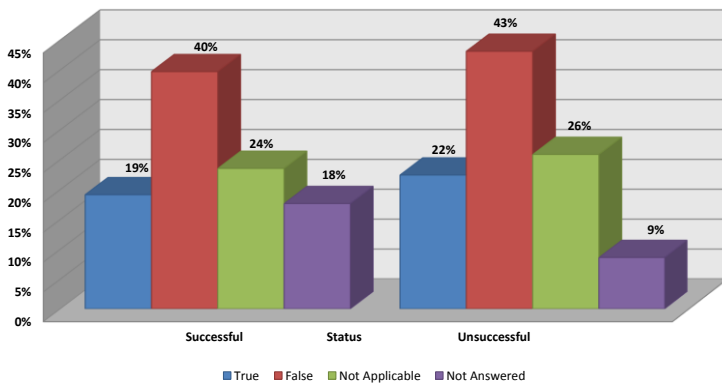
8%, 13 of 68 of 168 currently waiting for assistance from the program referred.

10%, 13 of 58 of 130 currently waiting for assistance from the program referred.

16%, 27 of 68 of 168 NOT currently waiting for assistance from the program referred.

19%, 25 of 58 of 130 NOT currently waiting for assistance from the program referred.

8d. I am currently on a waiting list for services from the other agencies?



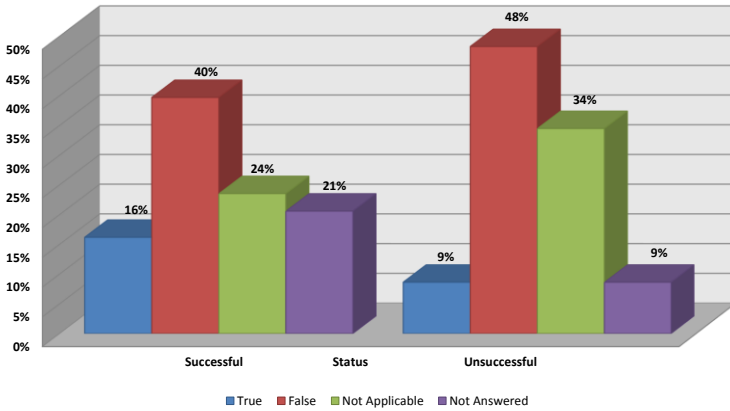
2017 Consumer Satisfaction Survey

8e. I was denied assistance by the other agencies?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	11	16%	5	9%	16	13%	22%	23%	22%	10%	24%	14%
False	27	40%	28	48%	55	44%	37%	51%	42%	45%	28%	40%
Not Applicable	16	24%	20	34%	36	29%	26%	16%	22%	34%	34%	34%
Not Answered	14	21%	5	9%	19	15%	16%	11%	14%	12%	14%	12%
Total	68	100%	58	100%	126	100%	100%	100%	100%	100%	100%	100%

7%, 11 of 68 of 168 denied the assistance for which they were referred
 4%, 5 of 58 of 130 denied the assistance for which they were referred
 16%, 27 of 68 of 168 NOT denied the assistance for which they were referred
 22%, 28 of 58 of 130 NOT denied the assistance for which they were referred

8e. I was denied assistance by the other agencies?

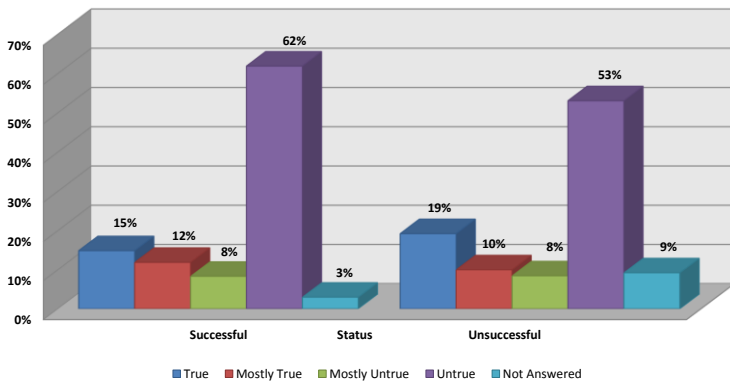


9. I needed services that IVRS could not provide before I was ready for employment?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	25	15%	25	19%	50	17%	12%	27%	16%	12%	24%	15%
Mostly True	20	12%	13	10%	33	11%	7%	15%	9%	9%	17%	11%
Mostly Untrue	14	8%	11	8%	25	8%	10%	16%	12%	13%	7%	11%
Untrue	104	62%	69	53%	173	58%	62%	32%	53%	59%	40%	55%
Not Answered	5	3%	12	9%	17	6%	9%	10%	9%	6%	12%	8%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Many consumers, whether successfully placed or not, needed other services before they could become employed
 27%, 45 of 168 needed other services before they could become employed
 29%, 38 of 130 needed other services before they could become employed
 70%, 118 of 168 did NOT need other services before they could become employed
 61%, 80 of 130 did NOT need other services before they could become employed

9. I needed services that IVRS could not provide before I was ready for employment?



2017 Consumer Satisfaction Survey

10. I had a satisfactory experience through IVRS?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	122	73%	76	58%	198	66%	76%	53%	69%	74%	42%	66%
Mostly True	29	17%	16	12%	45	15%	12%	18%	14%	15%	30%	19%
Mostly Untrue	4	2%	13	10%	17	6%	3%	9%	5%	3%	5%	4%
Untrue	11	7%	17	13%	28	9%	4%	13%	6%	3%	17%	6%
Not Answered	2	1%	8	6%	10	3%	6%	7%	6%	4%	6%	5%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Nearly 1 in 4 of those consumers not placed with a job were not satisfied with the process.

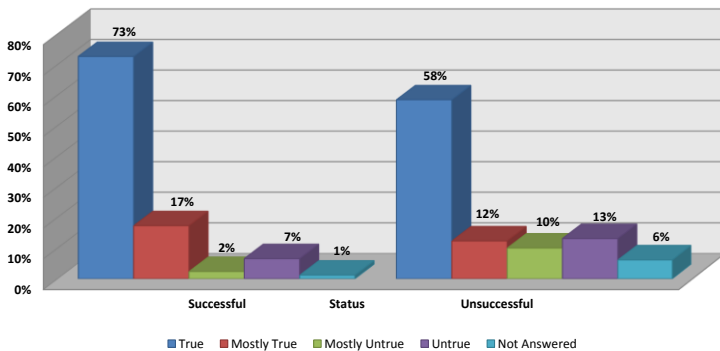
90%, 151 of 168 had satisfactory experiences throughout the vocational rehabilitation process

70%, 92 of 130 had satisfactory experiences throughout the vocational rehabilitation process

9%, 15 of 168 did NOT have satisfactory experiences throughout the vocational rehabilitation process

23%, 30 of 130 did NOT have satisfactory experiences throughout the vocational rehabilitation process

10. I had a satisfactory experience through IVRS?



11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	123	73%	82	63%	205	69%	71%	61%	68%	76%	55%	71%
Mostly True	31	18%	22	17%	53	18%	20%	17%	19%	15%	25%	18%
Mostly Untrue	7	4%	8	6%	15	5%	1%	7%	3%	2%	4%	2%
Untrue	5	3%	10	8%	15	5%	2%	8%	4%	4%	9%	5%
Not Answered	2	1%	8	6%	10	3%	6%	6%	6%	3%	7%	4%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue

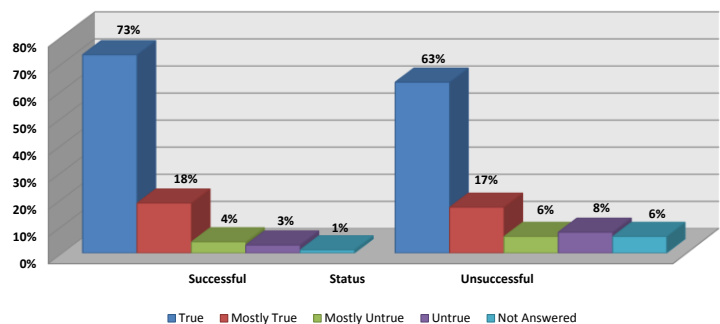
92%, 154 of 168 had their introduction to the vocational rehabilitation process adequate enough when they applied for services

80%, 104 of 130 had their introduction to the vocational rehabilitation process adequate enough when they applied for services

7%, 12 of 168 did NOT have their introduction to the vocational rehabilitation process adequate enough when they applied for services

14%, 18 of 130 did NOT have their introduction to the vocational rehabilitation process adequate enough when they applied for services

11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?



2017 Consumer Satisfaction Survey

11a. Staff explained that employment is the purpose of services?

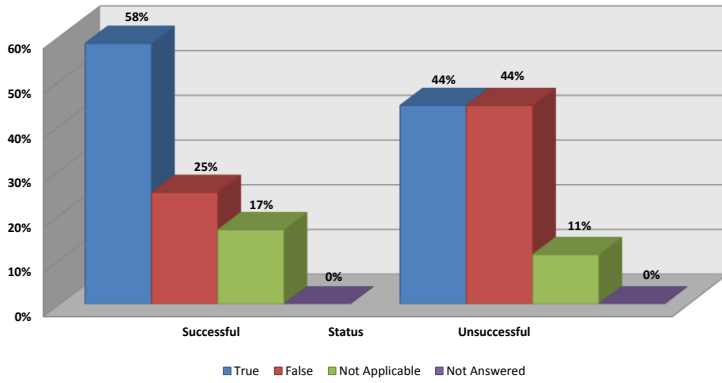
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	7	58%	8	44%	15	50%	58%	36%	44%	58%	29%	45%
False	3	25%	8	44%	11	37%	42%	55%	50%	26%	57%	39%
Not Applicable	2	17%	2	11%	4	13%	0%	9%	6%	5%	14%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	11%	0%	6%
Total	12	100%	18	100%	30	100%	100%	100%	100%	100%	100%	100%

Not really an issue

2%, 3 of 12 of 168 staff did NOT explain that employment is the purp

6%, 8 of 18 of 130 staff did NOT explain that employment is the purp

11a. Staff explained that employment is the purpose of services?



11b. Staff explained the process that I would follow?

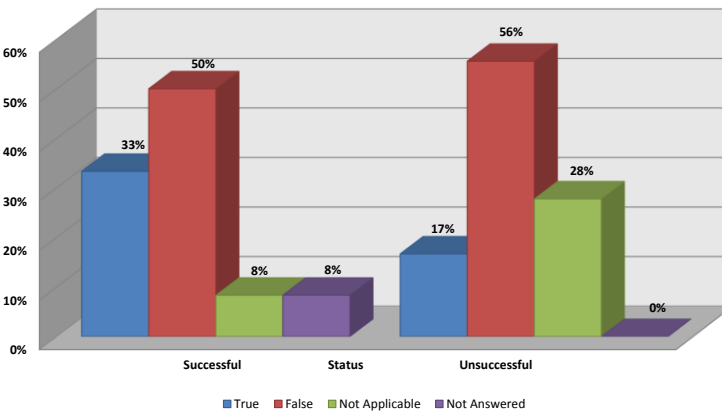
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	4	33%	3	17%	7	23%	42%	14%	24%	32%	7%	21%
False	6	50%	10	56%	16	53%	50%	68%	62%	47%	86%	64%
Not Applicable	1	8%	5	28%	6	20%	8%	18%	15%	11%	7%	9%
Not Answered	1	8%	0	0%	1	3%	0%	0%	0%	11%	0%	6%
Total	12	100%	18	100%	30	100%	100%	100%	100%	100%	100%	100%

Not really an issue

4%, 6 of 12 of 168 staff did NOT explain the process that would follo

8%, 10 of 18 of 130 staff did NOT explain the process that would follo

11b. Staff explained the process that I would follow?



2017 Consumer Satisfaction Survey

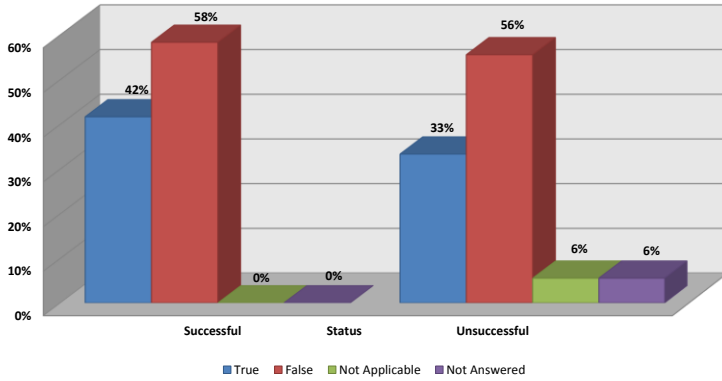
11c. Staff explained my rights and responsibilities as a partner in the process?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	5	42%	6	33%	11	37%	67%	41%	50%	42%	7%	27%
False	7	58%	10	56%	17	57%	25%	45%	38%	42%	79%	58%
Not Applicable	0	0%	1	6%	1	3%	8%	14%	12%	5%	7%	6%
Not Answered	0	0%	1	6%	1	3%	0%	0%	0%	11%	7%	9%
Total	12	100%	18	100%	30	100%	100%	100%	100%	100%	100%	100%

Not really an issue

4%, 7 of 12 of 168 staff did NOT explain their rights and responsibilities in the process
8%, 10 of 18 of 130 staff did NOT explain their rights and responsibilities in the process

11c. Staff explained my rights and responsibilities as a partner in the process?



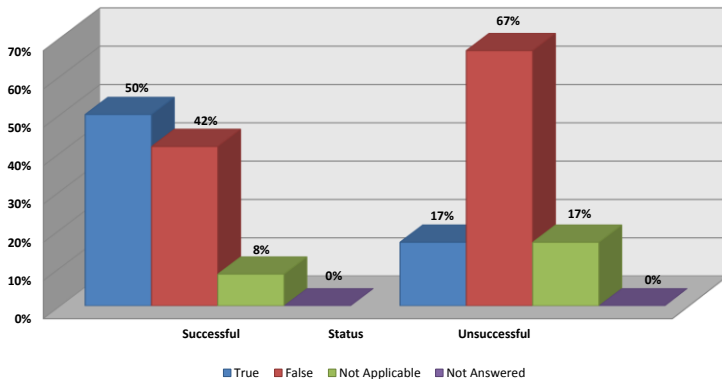
11d. Staff explained what services were available to help me become employed?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	6	50%	3	17%	9	30%	42%	18%	26%	37%	7%	24%
False	5	42%	12	67%	17	57%	50%	68%	62%	47%	86%	64%
Not Applicable	1	8%	3	17%	4	13%	8%	14%	12%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	11%	0%	6%
Total	12	100%	18	100%	30	100%	100%	100%	100%	100%	100%	100%

Not really an issue

3%, 5 of 12 of 168 staff did NOT explain what services were available to help me become employed
9%, 12 of 18 of 130 staff did NOT explain what services were available to help me become employed

11d. Staff explained what services were available to help me become employed?



2017 Consumer Satisfaction Survey

12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one.)

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	126	75%	86	66%	212	71%	78%	61%	73%	78%	54%	72%
Mostly True	33	20%	23	18%	56	19%	12%	16%	13%	15%	23%	17%
Mostly Untrue	3	2%	6	5%	9	3%	2%	7%	4%	1%	7%	3%
Untrue	5	3%	7	5%	12	4%	2%	8%	4%	2%	8%	4%
Not Answered	1	1%	8	6%	9	3%	6%	8%	6%	4%	7%	4%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

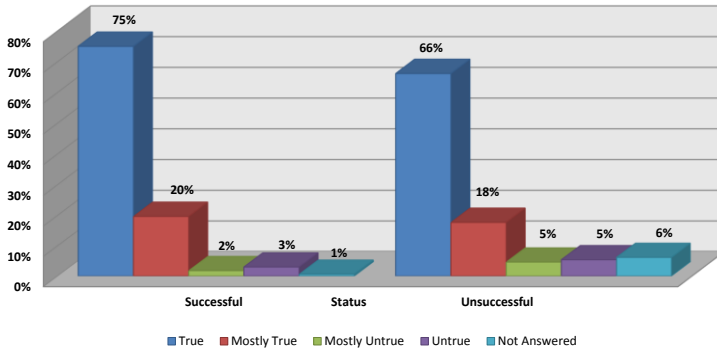
95%, 159 of 168 had their eligibility determination process go smoothly.

84%, 109 of 130 had their eligibility determination process go smoothly.

5%, 8 of 168 did NOT have their eligibility determination process go smoothly.

10%, 13 of 130 did NOT have their eligibility determination process go smoothly.

12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one.)



12a. Staff explained why I needed to be found eligible before receiving services?

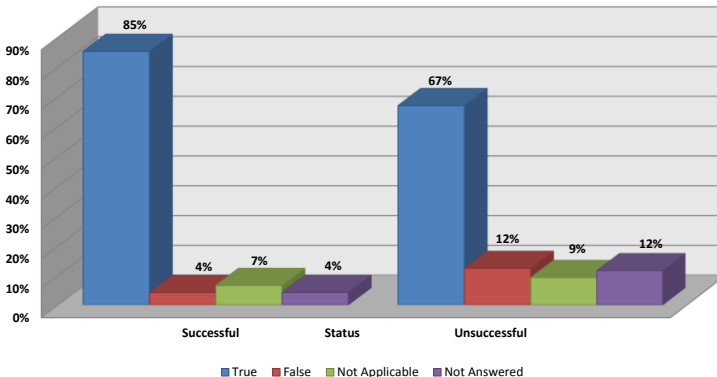
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	143	85%	87	67%	230	77%	80%	73%	78%	36%	29%	32%
False	7	4%	16	12%	23	8%	4%	10%	6%	9%	47%	32%
Not Applicable	11	7%	12	9%	23	8%	4%	6%	5%	27%	24%	25%
Not Answered	7	4%	15	12%	22	7%	11%	11%	11%	27%	0%	11%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue

4%, 7 of 168 did NOT have staff explain why eligibility was needed.

12%, 16 of 130 did NOT have staff explain why eligibility was needed.

12a. Staff explained why I needed to be found eligible before receiving services?



2017 Consumer Satisfaction Survey

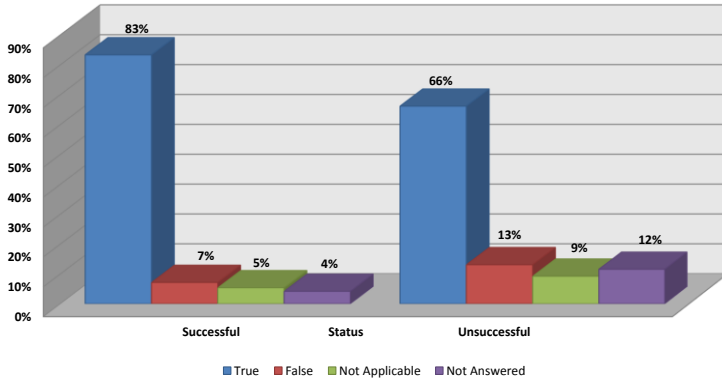
12b. Staff explained the steps they would use to determine whether I was eligible for services?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	140	83%	86	66%	226	76%	81%	74%	79%	27%	24%	25%
False	12	7%	17	13%	29	10%	5%	10%	6%	27%	65%	50%
Not Applicable	9	5%	12	9%	21	7%	3%	5%	4%	18%	12%	14%
Not Answered	7	4%	15	12%	22	7%	11%	11%	11%	27%	0%	11%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue

7%, 12 of 168 did NOT have staff explain steps to determine eligibility
13%, 17 of 130 did NOT have staff explain steps to determine eligibility

12b. Staff explained the steps they would use to determine whether I was eligible for services?



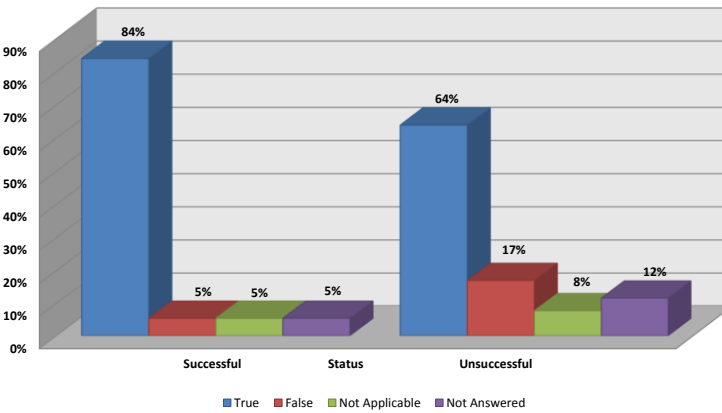
12c. Staff involved me in determining my eligibility services?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	141	84%	83	64%	224	75%	79%	71%	77%	18%	24%	21%
False	9	5%	22	17%	31	10%	5%	15%	8%	27%	53%	43%
Not Applicable	9	5%	10	8%	19	6%	4%	4%	4%	27%	24%	25%
Not Answered	9	5%	15	12%	24	8%	11%	10%	11%	27%	0%	11%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue for successful closures. But over 1 in 6 for unsuccessful

5%, 9 of 168 staff did NOT inform them of their need to be involved in determination process
17%, 22 of 130 staff did NOT inform them of their need to be involved in determination process

12c. Staff involved me in determining my eligibility services?



2017 Consumer Satisfaction Survey

12d. Staff notified me when I was eligible to begin services?

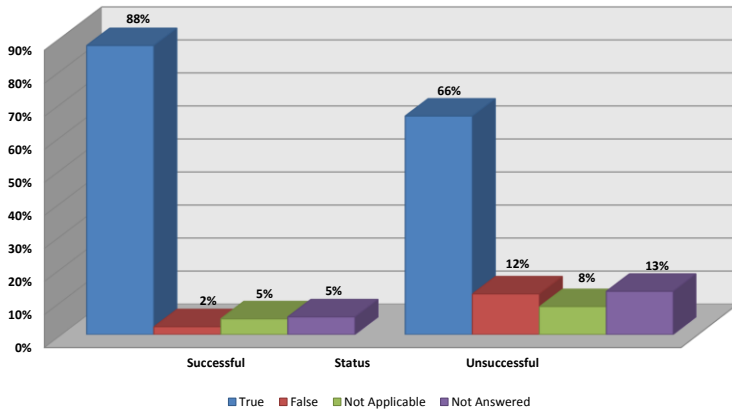
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	147	88%	86	66%	233	78%	83%	80%	82%	55%	41%	32%
False	4	2%	16	12%	20	7%	3%	8%	4%	0%	41%	32%
Not Applicable	8	5%	11	8%	19	6%	2%	2%	2%	18%	18%	23%
Not Answered	9	5%	17	13%	26	9%	12%	10%	11%	27%	0%	14%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Not really an issue

2%, 4 of 168 staff did NOT notify them of when they were eligible to b

12%, 16 of 130 staff did NOT notify them of when they were eligible t

12d. Staff notified me when I was eligible to begin services?



13. My Plan for Employment was carried out to my satisfaction?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	116	69%	64	49%	180	60%	69%	41%	60%	71%	37%	63%
Mostly True	27	16%	19	15%	46	15%	16%	15%	15%	17%	23%	18%
Mostly Untrue	7	4%	10	8%	17	6%	3%	10%	5%	3%	10%	5%
Untrue	16	10%	29	22%	45	15%	7%	27%	13%	4%	20%	8%
Not Answered	2	1%	8	6%	10	3%	6%	8%	6%	5%	10%	6%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

Noticeable difference in those placed vs not placed 30% to 14%

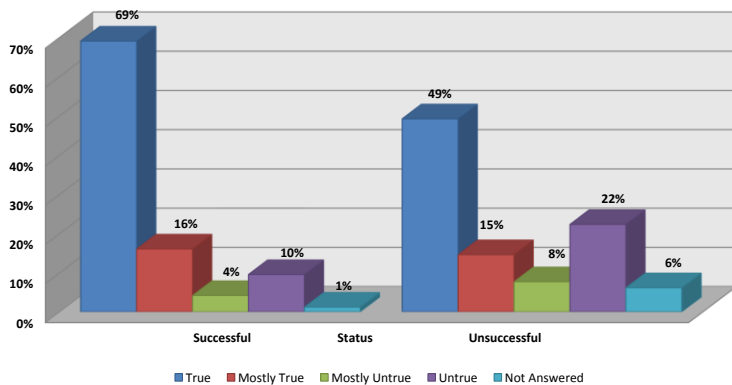
85%, 143 of 168 had their IPE carried out to their satisfaction

64%, 83 of 130 had their IPE carried out to their satisfaction

14%, 23 of 168 did NOT have their IPE carried out to their satisfactio

30%, 39 of 130 did NOT have their IPE carried out to their satisfactio

13. My Plan for Employment was carried out to my satisfaction?



2017 Consumer Satisfaction Survey

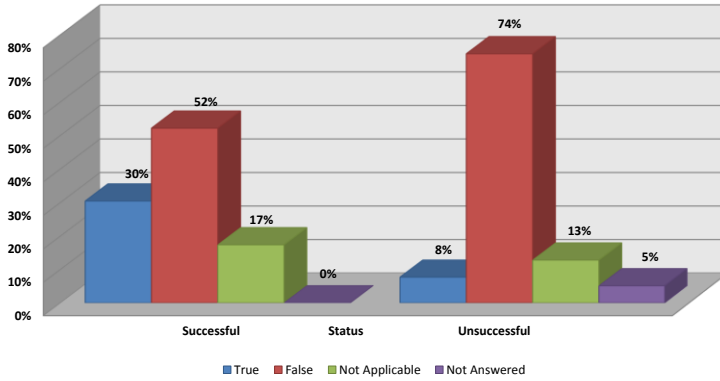
13a. All services that I needed to be successfully employed were provided?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	7	30%	3	8%	10	16%	37%	11%	22%	26%	27%	27%
False	12	52%	29	74%	41	66%	43%	68%	58%	48%	58%	54%
Not Applicable	4	17%	5	13%	9	15%	20%	15%	17%	13%	15%	14%
Not Answered	0	0%	2	5%	2	3%	0%	6%	3%	13%	0%	5%
Total	23	100%	39	100%	62	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 5.

7%, 12 of 23 of 168 NOT all services on their plan were needed for the employment goal
22%, 29 of 39 of 130 NOT all services on their plan were needed for employment goal

13a. All services that I needed to be successfully employed were provided?



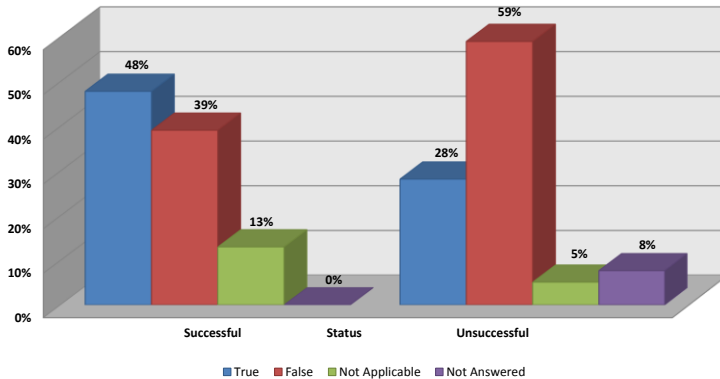
13b. Everyone involved in my plan worked well together to address issues?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	11	48%	11	28%	22	35%	46%	34%	39%	26%	18%	21%
False	9	39%	23	59%	32	52%	31%	51%	43%	48%	61%	55%
Not Applicable	3	13%	2	5%	5	8%	23%	9%	15%	13%	21%	18%
Not Answered	0	0%	3	8%	3	5%	0%	6%	3%	13%	0%	5%
Total	23	100%	39	100%	62	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is under 1 in 5.

5%, 9 of 23 of 168 NOT everyone involved in their plan worked well to address issue
18%, 23 of 39 of 130 NOT everyone involved in their plan worked well to address issue

13b. Everyone involved in my plan worked well together to address issues?



2017 Consumer Satisfaction Survey

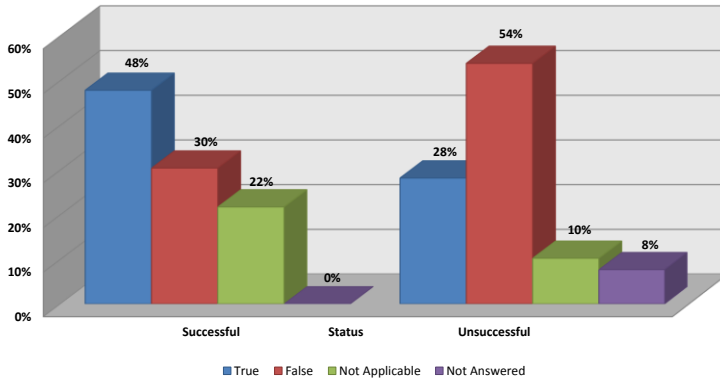
13c. Changes to my plan were considered and made when appropriate?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	11	48%	11	28%	22	35%	51%	36%	42%	39%	30%	34%
False	7	30%	21	54%	28	45%	29%	45%	39%	39%	48%	45%
Not Applicable	5	22%	4	10%	9	15%	20%	13%	16%	9%	18%	14%
Not Answered	0	0%	3	8%	3	5%	0%	6%	3%	13%	3%	7%
Total	23	100%	39	100%	62	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 6.

4%, 7 of 23 of 168 changes to their plans were NOT considered or m appropriate
16%, 21 of 39 of 130 changes to their plans were NOT considered o appropriate

13c. Changes to my plan were considered and made when appropriate?



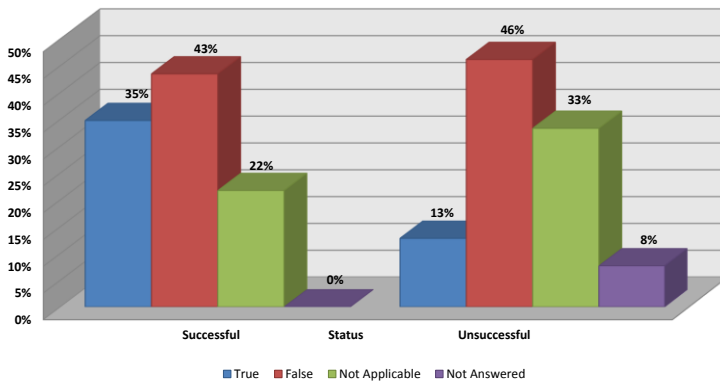
13d. Services that were purchased on my behalf were what I expected?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	8	35%	5	13%	13	21%	31%	17%	23%	13%	9%	11%
False	10	43%	18	46%	28	45%	20%	47%	36%	52%	58%	55%
Not Applicable	5	22%	13	33%	18	29%	49%	30%	38%	22%	30%	27%
Not Answered	0	0%	3	8%	3	5%	0%	6%	3%	13%	3%	7%
Total	23	100%	39	100%	62	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 7.

6%, 10 of 23 of 168 vendors and community partners did NOT provide consistent with their plan
14%, 18 of 39 of 130 vendors and community partners did NOT provide consistent with their plan

13d. Services that were purchased on my behalf were what I expected?



2017 Consumer Satisfaction Survey

14. VR staff adequately accommodated my disability?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	117	70%	76	58%	193	65%	76%	60%	71%	72%	43%	65%
Mostly True	33	20%	14	11%	47	16%	10%	13%	11%	19%	23%	20%
Mostly Untrue	7	4%	14	11%	21	7%	3%	8%	4%	2%	10%	4%
Untrue	8	5%	17	13%	25	8%	3%	11%	5%	2%	15%	5%
Not Answered	3	2%	9	7%	12	4%	9%	8%	8%	5%	9%	6%
Total	168	100%	130	100%	298	100%	100%	100%	100%	100%	100%	100%

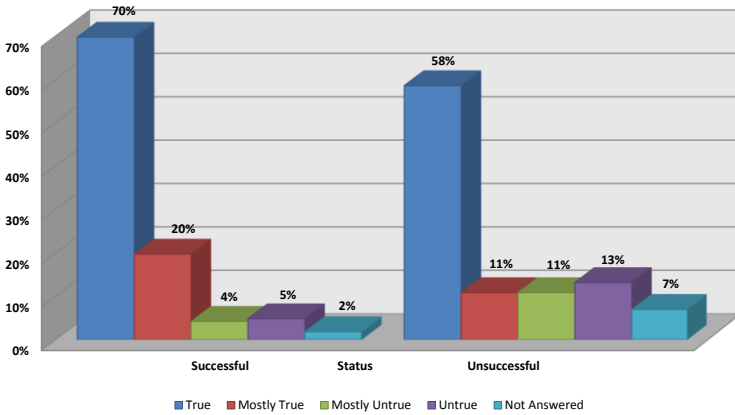
Not really an issue for consumers with successful placements. But, placement is 1 in 4.

90%, 150 of 168 their disabling condition was adequately accommodated. 69%, 90 of 130 their disabling condition was adequately accommodated.

9%, 15 of 168 their disabling condition was NOT adequately accommodated.

24%, 31 of 130 their disabling condition was NOT adequately accommodated.

14. VR Staff adequately accommodated my disability?



14a. Staff scheduled appointments in accessible locations?

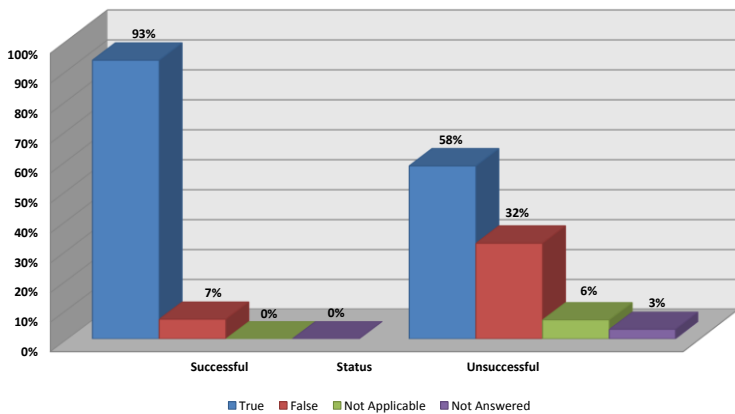
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	14	93%	18	58%	32	70%	56%	54%	54%	60%	63%	62%
False	1	7%	10	32%	11	24%	22%	39%	33%	20%	26%	24%
Not Applicable	0	0%	2	6%	2	4%	22%	0%	9%	7%	7%	7%
Not Answered	0	0%	1	3%	1	2%	0%	7%	4%	13%	4%	7%
Total	15	100%	31	100%	46	100%	100%	100%	100%	100%	100%	100%

This is pretty much a non-issue

0%, 1 of 15 of 168 staff did NOT schedule appointments in accessible locations.

8%, 10 of 31 of 130 staff did NOT schedule appointments in accessible locations.

14a. Staff scheduled appointments in accessible locations?



2017 Consumer Satisfaction Survey

14b. Staff supported me as a partner in the planning process.

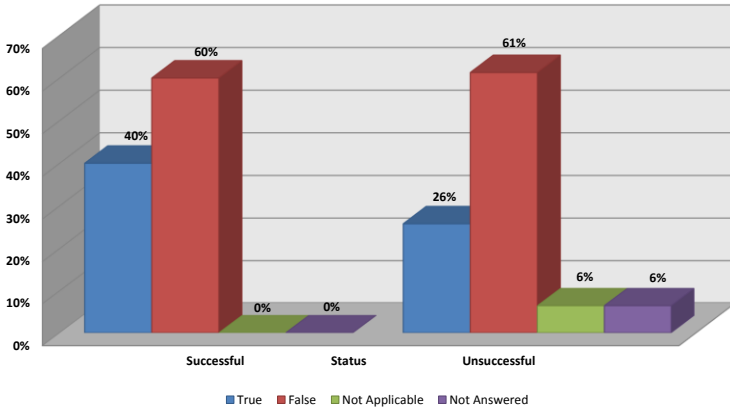
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	6	40%	8	26%	14	30%	39%	18%	26%	20%	30%	26%
False	9	60%	19	61%	28	61%	39%	71%	59%	53%	63%	60%
Not Applicable	0	0%	2	6%	2	4%	22%	7%	13%	13%	4%	7%
Not Answered	0	0%	2	6%	2	4%	0%	4%	2%	13%	4%	7%
Total	15	100%	31	100%	46	100%	100%	100%	100%	100%	100%	100%

This has a wide discrepancy between those with placements and th

5%, 9 of 15 of 168 staff did NOT support me as a partner in the plan

15%, 19 of 31 of 130 staff did NOT support me as a partner in the pl

14b. Staff supported me as a partner in the planning process.



14c. Staff fulfilled my request for written communication?

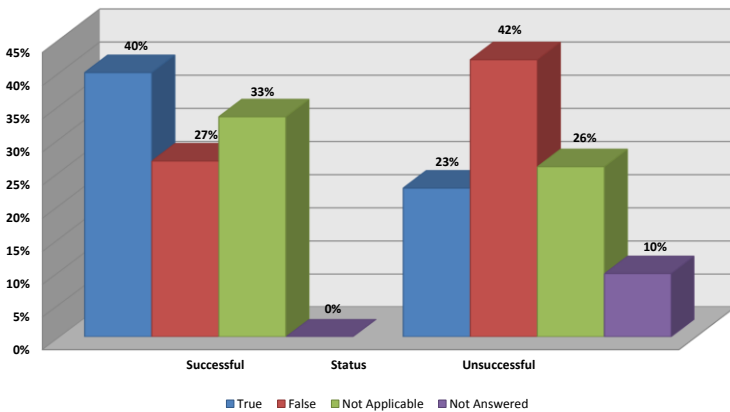
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	6	40%	7	23%	13	28%	22%	14%	17%	27%	37%	33%
False	4	27%	13	42%	17	37%	44%	54%	50%	33%	59%	50%
Not Applicable	5	33%	8	26%	13	28%	33%	29%	30%	27%	0%	10%
Not Answered	0	0%	3	10%	3	7%	0%	4%	2%	13%	4%	7%
Total	15	100%	31	100%	46	100%	100%	100%	100%	100%	100%	100%

This is pretty much a non-issue

2%, 4 of 15 of 168 staff did NOT fulfill their request for written commu

10%, 13 of 31 of 130 staff did NOT fulfill their request for written com

14c. Staff fulfilled my request for written communication?



2017 Consumer Satisfaction Survey

14d. Staff referred me to community partners who understood my disability?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	1	7%	6	19%	7	15%	28%	4%	13%	0%	11%	7%
False	11	73%	19	61%	30	65%	61%	82%	74%	60%	78%	71%
Not Applicable	3	20%	5	16%	8	17%	11%	11%	11%	27%	7%	14%
Not Answered	0	0%	1	3%	1	2%	0%	4%	2%	13%	4%	7%
Total	15	100%	31	100%	46	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 6.

7%, 11 of 15 of 168 staff did NOT refer them to community partners who understood their disability

15%, 19 of 31 of 130 staff did NOT refer them to community partners who understood their disability

14d. Staff referred me to community partners who understood my disability?

